



Northern Lights Library System
Plan of Service 2018—2020

Mission Statement:

Working together to provide
efficient, effective, and exceptional
library services.

NORTHERN LIGHTS LIBRARY SYSTEM



Mission Statement:

Working together to provide efficient, effective, and exceptional library services.

Vision Statement:

Northern Lights Library System is a vibrant provider of quality library services that help our libraries become hubs that connect communities to themselves and to the world.

Values:

Service is key to our collective and individual success.

Listening is essential to providing the right service for libraries.

Innovators, creators and do-ers are more important than being followers.

Supportive, accountable and efficient leadership.

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NLLS team

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FIVE STRATEGIC GOALS

promotes **collective services**

provides **technology** to enhance services

board serves libraries and municipalities

collaborates to best serve patrons

professional development benefits

Northern Lights Library System Board Chair

Northern Lights Library Services exists to serve our member libraries.

As we have worked with our staff, library managers, patrons and other stakeholders over the past several months, a collaborative approach to providing service has been our central focus.

On behalf of the executive committee and our broader board, we are proud of the work done creating this plan of service that will carry Northern Lights Library System and our member libraries forward over the next three years.

Stephen Dafoe
NLLS Board Chair



efficient | effective | exceptional

what we heard

- Provide better integration among managers through training networks.
- Improve marketing through variety of streams.
- Have populace aware of the importance of libraries.
- Improve showcasing of library services.

what we'll do

- Provide better integration among managers through training networks.
- Improve marketing through variety of streams.
- Communicate to communities the importance of libraries.
- Improve showcasing of library services.



some of what you'll see

- Marketing the value of NLLS and Local Libraries.
- Create and promote idea bank.
- Provide training on social media marketing at LMC & annual conference.
- Create drag and drop templates for library events.

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NLLS provides technology to deliver enhanced library services

what we heard

- Libraries need to provide more in order to stay viable.
- Challenges with SuperNet.
- Libraries should be able to better communicate / automate.
- Ebooks and online magazines reduce the physical usage.

what we'll do

- Investigate new technologies.
- Create, review, evaluate and implement a NLLS tech plan.
- Research and present to libraries affordable technology options.



some of what you'll see

- Weed out expensive inventory that does not get used.
- Use current technology to keep up with trends.
- Review of the NLLS technology plan annually
- Presentations and demonstrations of new technology.

3 NLLS Board serves their libraries and municipalities

what we heard

- New mission statement aligning with new vision.
- Orientate new board members quickly.
- Ensure municipalities know that members need not be elected.
- Assist libraries on building value to local government.

what we'll do

- Establish a mission statement recognizing NLLS exists to serve member libraries.
- Develop and provide new Board member orientation packages.
- Provide ongoing professional development at general Board meetings, conferences and workshops.
- Provide advocacy training.



some of what you'll see

- Executive Board will develop orientation packages.
- Establish a new mission statement.
- Provide ongoing professional development six times per year.
- Advocacy training opportunities.

4 NLLS collaborates with our libraries to best serve the patrons

what we heard

- Service libraries through collaborative approach.
- We are on the same team — value people.
- Linking Alberta library systems level services across the province.
- Learn from other library systems worldwide.

what we'll do

- Consult with libraries before implementing or changing services.
- Continue Library Managers Meetings.
- Engagement with local libraries and their Boards.



some of what you'll see

- A commitment to serve by supporting the front line staff.
- Continue to support Library Managers Meeting three times per year.
- Board Chair will engage with all local libraries boards at least once per year including at least 12 visits with Executive Director .



5 NLLS and libraries benefit from professional development

what we heard

- Ensure that staff has latest training.
- In-house training videos available online.
- Create resource network of our system experts.
- Mentorship program.

what we'll do

- Strengthen relationships with libraries in the region.
- Administration to develop business case for mentorship.
- NLLS provides sufficient funding for effective skills building professional development.
- Monitor trends and initiatives.



some of what you'll see

- Consultants deliver regional training to their libraries annually.
- Investigate mentorship opportunities.
- Professional development reports annually of how money was spent to provide data towards the education plan.
- Reporting trends and initiatives.

